

# United States Jobs Expertini®

## Chief of Staff, Product & Delivery Operations

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Company: Icertis

Location: Seattle

Category: other-general

With unmatched technology and category-defining innovation, Icertis pushes the boundaries of what's possible with contract lifecycle management (CLM). The AI-powered, analyst-validated Icertis Contract Intelligence (ICI) platform turns contracts from static documents into strategic advantage by structuring and connecting the critical contract information that defines how an organization runs. Today, the world's most iconic brands and disruptive innovators trust Icertis to fully realize the intent of their combined 7.5 million+ contracts worth more than \$1 trillion, in 40+ languages and 90+ countries.

**Who we are:** Icertis is the only contract intelligence platform companies trust to keep them out in front, now and in the future. Our unwavering commitment to contract intelligence is grounded in our FORTE values—Fairness, Openness, Respect, Teamwork and Execution—which guide all our interactions with employees, customers, partners and stakeholders. Because in our mission to be the contract intelligence platform of the world, we believe how we get there is as important as the destination

**About this role:** The Chief of Staff position is a critical and high-visibility role for driving efficiency, scale and consistency across business operations within the Product & Delivery organization. You will be responsible for establishing and driving the rhythm of business (RoB) for the Product, Professional Services, Customer Success and Cloud Ops teams, which are distributed globally. This includes owning activities with a recurring cadence, diving deep on key topics as they arise, conflict resolution, helping with defining and execution of team

strategies and providing timely insights and analytics needed to improve operations.

This position will be based in our corporate HQ/office in Bellevue, WA.

**What you will do:**

Prep for, setup and conduct RoB meetings.

Own action-item tracking and follow-through to resolution.

Anticipate and mitigate risks associated with Product and Delivery-owned deliverables and commitments.

Establish and enforce a cadence for consolidation and reporting of related team metrics.

Identify, prioritize and surface topics and issues that require COO attention along with suggestions for mitigation or resolution.

Proactively analyze relevant data/information to surface improvement opportunities.

Partner with functional leaders to develop and execute on their strategic plans.

Serve as go-to-resource for evaluation of presentations/communications and their COO readiness.

Partner with other business managers across the org to leverage best practices.

Help in standardization of best practices across functions across the Product and Delivery organization.

**What you will bring:**

A minimum of 15-20 years of related experience.

Bachelor's degree in a technical or business field required; MBA preferred.

Strong project and program management skills and experience.

Applied experience with data analytics and insight development.

Mature understanding of professional services and product management and Go-To-

Market practices for SaaS products.

Effective at driving complex multi-stakeholder processes and cross-team programs to desired results while managing risk.

Demonstrated strong capability in verbal and written communications skills for a geographically dispersed audience.

Ability to create effective relationships, influence and collaborate internally and externally at all organizational levels.

Extremely detail-oriented with analytical problem-solving skills.

Strong executive presence with ability to manage through high-intensity, high-pressure scenarios.

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